

## NAVIGATING TO ACCOUNT MAINTENANCE

### Introduction

This section of the document will explain how an authorized user can navigate to the Account Maintenance functions.

### Step-by-Step Instructions:

1. While logged into the employer home page, click on the link 'Account Maintenance'.

The screenshot shows the 'Massachusetts Department of Workforce Development' logo at the top left. The date 'Thursday, November 05, 2009' is at the top right. Below the logo is a 'Change Password | Logoff' link. The sidebar on the left contains the following links: Employer Home, FAQ/Contact Us, Account Maintenance, Benefit Charge Activities, Collections, Correspondence, Employment and Wage Detail Reporting, History, Payment Information, and User Maintenance. The main content area has a header 'Employer Information' with 'Employer Account Number: 1000' and 'Employer Name: XXXXX'. Below this is a section titled 'Employer Home' with links to 'Employer Home' and 'Employer Home'. A callout box points to the 'Account Maintenance' link, which is described as 'Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.' Other links in the main area include 'FAQ/Contact Us', 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', 'Payment Information', and 'User Maintenance'.

2. The following page will appear, listing the available account maintenance functions. Click on the corresponding link to access a function.



[Change Password](#) | [Logoff](#)

[Employer Home](#)

[FAQ/Contact Us](#)

**Account Maintenance**

- [View Employer Account Profile](#)
- [Address Information](#)
- [Employer Appeals](#)
- [Maintain Employer Name](#)
- [Maintain Owners/Officers](#)
- [Maintain Employer Reporting Units](#)
- [Provide Information on the Purchase or Sale of a Business](#)
- [Request Worker Status Determination](#)
- [UI Contribution Rate Maintenance](#)
- [Suspend Employer Account](#)
- [View Rate Notice](#)
- [Voluntary Contribution](#)
- [Third Party Administrator \(TPA\) Authorization](#)
- [View Employer Name Change History](#)

[Benefit Charge Activities](#)

[Collections](#)

[Correspondence](#)

[Employment and Wage Detail](#)

[Reporting](#)

[History](#)

[Payment Information](#)

[User Maintenance](#)

**Employer Information**

Employer Account Number: 100

Employer Name: **Employer**

**Account Maintenance**

[View Employer Account Profile](#)

View summary profile and history information related to the Employer Account.

[Employer Appeals](#)

Appeal a determination regarding your Employer Account.

[Maintain Owners/Officers](#)

View, Add, or Update Owner/Officer information for the Employer Account

[Provide Information on the Purchase or Sale of a Business](#)

Provide information on the sale or acquisition of a business, or on a change of legal entity or business reorganization.

[UI Contribution Rate Maintenance](#)

Manually Adjust Account Balance or Assign Rate for an Employer.

[View Rate Notice](#)

View most recent UI rate notice.

[Third Party Administrator \(TPA\) Authorization](#)

Create new or update existing TPA authorizations to access Employer account information.

[Address Information](#)

View or Update address types. Maintain phone numbers and e-mail addresses.

[Maintain Employer Name](#)

Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity.

[Maintain Employer Reporting Units](#)

Create and update Employer reporting units

[Request Worker Status Determination](#)

Request an employer/employee relationship determination.

[Suspend Employer Account](#)

Suspend an Employer Account.

[Voluntary Contribution](#)

Submit a voluntary contribution payment to buy down the experience rate of the Employer.

[View Employer Name Change History](#)

View historical Employer Doing Business As (DBA) and Legal name change information.

If	Then
You are unable to locate the required maintenance function	You may not have sufficient privileges to perform this function. Contact your system administrator.